



New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	III	Case Management	
Chapter:	C	Case Oversight and Management	5-21-2012
Subchapter:	5	Casework Supervision	
Issuance:	100	General Supervision	

Introduction

Supervisors ensure that Workers engage families throughout the inception of a case opening until a family is able to successfully function without CP&P involvement. Workers collaborate with individuals and families in establishing case plans and case goals (see [CP&P-I-A-1-300](#) and [CP&P-III-B-4-400](#)). Supervisors monitor all cases to ensure case progress and that Workers utilize the core conditions which are genuineness, empathy, respect, and competence.

Assessments and Reassessments

The Supervisor monitors and reviews each assessment and reassessment, CP&P Form [26-81](#), to ensure their accuracy and completeness. The Supervisor indicates approval of the content by signing the case reassessment once every six months. See [CP&P-III-C-6-100](#), Case Recording. Supervisors monitor and sign case assessments as part of their effort to ensure that appropriate actions are being carried out in each case under supervision and to guide and support Workers in addressing case issues, as needed.

Risk Reassessments

The Supervisor ensures that the Risk Reassessment, CP&P Form [22-26](#), is completed accurately for all CPS cases in which at least one child remains in the home.

The initial Risk Reassessment is completed six months from the date of the CPS report. It is then completed ongoing every six months thereafter. The Risk Reassessment is also completed whenever new circumstances or new information becomes available that potentially changes the level of risk, including a child returning home.

The Risk Reassessment must be completed within 30 days prior to case closure. See [CP&P-III-B-6-600](#), Family Risk Reassessment for In-Home Cases. When completing an initial Risk Assessment, see [CP&P-III-C-5-400](#).

Case Goals

The Supervisor helps the Worker to set, review, and adjust written case goals in conjunction with the development of the case plan, within 60 calendar days of SCR assigning the CPS report or the CWS referral to the Local Office for response, or within 30 calendar days of a child's out-of-home placement, whichever comes first. When a case goal is set at placement, and the primary goal is "reunification," it is required that a concurrent goal is selected, and an alternate permanency plan be developed simultaneously. The Supervisor is available to assist with establishing the concurrent case goal. See [CP&P-III-B-2-200](#), Commitment to Permanency.

Subsequent Supervisory review of case goals occur no less frequently than:

- **In-Home cases:** once every six months, at the time of the case conference.
- **Placement cases:** once every three months, in coordination with the 5th and 10th month internal placement conferences (see [CP&P-IV-A-3-200](#), Review of Children in Placement).
- **Placement cases with a primary goal of reunification:** coordinate case goal review with the 5th and 10th month internal placement conferences, and the completion of CP&P Form [22-27](#), New Jersey CP&P SDM™ Family Reunification Assessment.

Supervisors assist Workers in setting case goals as part of their effort to ensure that appropriate actions will be carried out in each case under supervision and to guide and support Workers in addressing case issues.

Document case goals on CP&P Form [26-81](#). See policy [CP&P-III-B-4-400](#), Case Goals.

Case Plan

The Supervisor helps the Worker to set, review, and adjust the formal case plan within 60 calendar days of SCR assigning the CPS report to the Local Office for response, within 60 calendar days of assignment of the CWS, or within 30 calendar days of a child's out-of-home placement, whichever comes first.

The Supervisor reviews the case plan, CP&P Form [26-81](#), Family Summary/Case Plan, no less frequently than once every six months thereafter at the time of the placement conference or at regular case conferencing. Supervisors assist Workers in establishing the formal case plan as part of their effort to ensure that appropriate actions are carried out in each case under supervision and to guide and support Workers in addressing case issues, as needed.

See [CP&P-III-B-1-100](#), Case Plan.

Case Closings

During case conferencing, the Supervisor helps the Worker to identify cases appropriate for closing. The Supervisor monitors each case slated for closing within 30 days of its identification for closing to ensure it is, in fact, closed. The Supervisor helps the Worker identify cases that no longer require supervision or services and/or in which the major case goals, including risk reduction, have been met. The Supervisor monitors required actions to close cases identified for closing to prevent cases that no longer require CP&P services from remaining open. See [CP&P-III-C-8-100](#).

All families must be seen within thirty (30) days prior to closing a case. See [CP&P-III-C-8-100](#), Termination.

General Supervision - Monitoring/Supporting Worker Activities and Promoting Worker Overall Performance

Case supervision is mandatory and pertinent for all Workers, regardless of their individual skill level or years of experience. Supervisors willingly engage staff consistently and specifically during conferences. Supervisors exhibit their skills of engagement, leadership, and competencies with staff to ensure that best case practices are exercised with the children and families who are served. Supervisors express the importance of case conferencing and engage staff in the case conferencing process to ensure thorough and timely reviews of all cases open with CP&P, and assist Workers in decision-making and case handling.

Assessing/Addressing Workers' Skills

The Supervisor uses conference time constructively to help Workers identify skills and knowledge deficiencies that may come to light as individual cases are conferenced. The Supervisor similarly uses conference time to give the Worker feedback on his or her perception and observations of the Worker's skill level and further training needs. Supervisory feedback must be supportive. The Supervisor is careful to help the Worker recognize the skills and knowledge areas that the Worker has already mastered. The Supervisor uses conference time to teach Workers new skills.

Field Visits

The Supervisor accompanies each staff member he or she supervises on a field visit at least one time each month. Supervisors make field visit with Workers as a part of their ongoing assessment of each individual Worker's skills. Field visits are defined as client contacts outside of the CP&P office, such as in the child's home or placement. Supervisors may use field visits to teach Workers assessment and communication skills by modeling them. Field visits may also be

used to provide Workers with tangible support in difficult and/or volatile case situations or to help Workers assess confusing and difficult situations.

The Supervisor documents each field visit within three (3) days in NJ SPIRIT. Compliance is monitored by the Casework Supervisor or Designee.

Note: The Worker also documents his or her field visit in NJ SPIRIT in accordance with CP&P protocol.

Weekly Work Plan

Supervisors help structure and monitor Workers' day-to-day activities. Helping Workers prioritize their assignments and responsibilities is a key supervisory responsibility.

The Supervisor monitors the submission of the Worker's Weekly Work Plan, CP&P Form [12-1A](#). The Supervisor reviews and approves the CP&P Form [12-1A](#).

Unit Meetings

The Supervisor conducts unit meetings no less frequently than once every two months. At minimum, the purpose of unit meetings is to keep Workers abreast of community, LO, and CP&P-wide news and issues, including changes in the law and in policy; to give Workers the opportunity to ask question, express their needs, and air their grievances; and to foster communication and cooperation within the unit. Supervisors may also use unit meetings to train Workers and/or to offer Workers the opportunity to provide each other with mutual support.

Unit Coverage

The field unit shall have supervisory coverage at all times. When a unit Supervisor leaves his or her position - is promoted, transfers to another office, retires, is on educational leave or extended sick leave, etc. - the office fills the vacancy with an "X" or a "Y" position. The Casework Supervisor supervises the unit until the "X" or "Y" position is available and filled.

To facilitate NJ SPIRIT processing - on-line supervisory reviews and approvals, effective use of "ticklers," etc. - the Worker Maintenance Administrator or Office Supervisor identifies the new Supervisor in the NJS application. While awaiting approval to fill the "X" or "Y" position, enter the Casework Supervisor as the unit Supervisor in NJS. Link individual field Workers/unit members to the new Supervisor/Casework Supervisor. Update NJS again, when a Supervisor is formally assigned to the unit.